

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

NASHVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT &

EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

August 30, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4128–0027
Register By: 8/12/04 Cancellation Deadline: 8/19/04
Selection Verification Date: 8/13/04 Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

October 29, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4128–0028
Register By: 10/2/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/15/04 Cost: \$85.00

ADVANCED LIFESTYLE PLANNING

July 27, 2004 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0129
Register By: 7/9/04 Cancellation Deadline: 7/16/04
Selection Verification Date: 7/13/04 Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

ADVANCED LIFESTYLE PLANNING

August 16, 2004 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0131
Register By: 7/29/04 Cancellation Deadline: 8/5/04
Selection Verification Date: 8/2/04 Cost: \$89.00

ADVANCED LIFESTYLE PLANNING

September 13, 2004 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0134
Register By: 8/26/04 Cancellation Deadline: 9/2/04
Selection Verification Date: 8/30/04 Cost: \$89.00

ADVANCED LIFESTYLE PLANNING

October 18, 2004 8:30–4:00
Audience: Vested Employees
Course Number: 4116–0135
Register By: 9/29/04 Cancellation Deadline: 10/7/04
Selection Verification Date: 10/4/04 Cost: \$89.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

July 22, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0046
Register By: 7/6/04 Cancellation Deadline: 7/13/04
Selection Verification Date: 7/8/04 Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

August 3, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0072
Register By: 7/16/04 Cancellation Deadline: 7/23/04
Selection Verification Date: 7/20/04 Cost: \$80.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

August 16, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0073
Register By: 7/29/04 Cancellation Deadline: 8/5/04
Selection Verification Date: 8/2/04 Cost: \$80.00

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AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

September 1, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0074
Register By: 8/13/04 Cancellation Deadline: 8/25/04
Selection Verification Date: 8/18/04 Cost: \$80.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

September 22, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0075
Register By: 9/4/04 Cancellation Deadline: 9/15/04
Selection Verification Date: 9/8/04 Cost: \$80.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

October 8, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0076
Register By: 9/21/04 Cancellation Deadline: 9/29/04
Selection Verification Date: 9/24/04 Cost: \$80.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

October 29, 2004 8:30–4:00
Audience: Managers & Supervisors
Course Number: 3075–0077
Register By: 10/2/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/15/04 Cost: \$80.00

BEGINNING LIFESTYLE PLANNING

August 2, 2004 8:30–4:00
Audience: Employees new to the workforce
Course Number: 4115–0100
Register By: 7/15/04 Cancellation Deadline: 7/22/04
Selection Verification Date: 7/19/04 Cost: \$89.00
This course is designed for employees new to the workforce or who are just starting out. This course will provide the knowledge needed to identify personal & financial goals and to construct a personalized action plan to begin the process of achieving those goals.

BRIDGES

September 7, 2004 8:30–4:00
Audience: Managers
Course Number: 3059–0068
Register By: 8/20/04 Cancellation Deadline: 8/27/04
Selection Verification Date: 8/24/04 Cost: \$90.00
This program is designed to increase awareness and sensitivity to cultural, racial, ethnic and gender differences, and facilitates the exploration and practice of skills for managing diversity.

CHOICES

August 9, 2004 8:30–4:00
Audience: Supervisory
Course Number: 2018–0298
Register By: 7/22/04 Cancellation Deadline: 7/29/04
Selection Verification Date: 7/26/04 Cost: \$95.00
This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

COACHING FOR MANAGERS

August 26–27, 2004 8:30–4:00 each day
Audience: Managers
Course Number: 3069–0318
Register By: 8/9/04 Cancellation Deadline: 8/17/04
Selection Verification Date: 8/12/04 Cost: \$0.00
Coaching for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Participants of the Coaching for Managers course will:

- Define coaching and understand why it is critical to the success of their team, the organization, and themselves.
- Demonstrate interaction skills that help them achieve critical business objectives while satisfying people's personal needs.
- Discover the importance of focusing coaching discussions on the categories of information needed to complete any task.
- Identify coaching opportunities that occur most frequently in today's workplace, as well as their impact, and how to customize coaching to the needs of individual employees and situations.
- Practice effective feedback, active listening and questioning skills.
- Describe how follow-up coaching is a major component in sustaining improvement of performance and work habits.
- Demonstrate follow-up coaching skills to sustain improvement of performance and work habits.

COACHING FOR MANAGERS

October 19–20, 2004 8:30–4:00 each day
Audience: Managers
Course Number: 3069–0320
Register By: 9/30/04 Cancellation Deadline: 10/8/04
Selection Verification Date: 10/5/04 Cost: \$0.00

DEALING WITH DIFFICULT PEOPLE

July 26, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0313
Register By: 7/8/04 Cancellation Deadline: 7/15/04
Selection Verification Date: 7/12/04 Cost: \$89.00
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DEALING WITH DIFFICULT PEOPLE

September 27, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0315
Register By: 9/12/04 Cancellation Deadline: 9/19/04
Selection Verification Date: 9/13/04 Cost: \$89.00

DEALING WITH DIFFICULT PEOPLE

October 28, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0316
Register By: 10/11/04 Cancellation Deadline: 10/19/04
Selection Verification Date: 10/14/04 Cost: \$89.00

COURSE

A N N O U N C E M E N T

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DIVERSITY: THE WINNING BALANCE

Ocotber 18, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5001-0176
Register By: 9/29/04 Cancellation Deadline: 10/7/04
Selection Verification Date: 10/4/04 Cost: \$85.00
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

EFFECTIVE TRAINING TECHNIQUES

July 28, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110-0086
Register By: 7/10/04 Cancellation Deadline: 7/21/04
Selection Verification Date: 7/14/04 Cost: \$95.00
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

EFFECTIVE TRAINING TECHNIQUES

August 23, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110-0089
Register By: 8/4/04 Cancellation Deadline: 8/12/04
Selection Verification Date: 8/9/04 Cost: \$95.00

EFFECTIVE TRAINING TECHNIQUES

September 9, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110-0090
Register By: 8/26/04 Cancellation Deadline: 8/31/04
Selection Verification Date: 8/23/04 Cost: \$95.00

ENGLISH REVIEW PART I

September 13–17, 2004 8:30–12:30 each day
Audience: Any Employee
Course Number: 1003-0149
Register By: 8/26/04 Cancellation Deadline: 9/2/04
Selection Verification Date: 8/30/04 Cost: \$265.00
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

ENGLISH REVIEW, PART II

July 12–16, 2004 8:30–12:30 each day
Audience: Any Employee
Course Number: 1015-0098
Register By: 6/24/04 Cancellation Deadline: 7/1/04
Selection Verification Date: 6/28/04 Cost: \$265.00
Building on the material covered in English Review, Part I, participants in this program will have the opportunity to improve their ability to construct easily understood and grammatically correct sentences with proper spelling and punctuation.

FILING SYSTEMS AND MANAGEMENT

July 28–30, 2004 8:30–4:00 each day
Audience: Anyone desiring to understand basic principles of filing
Course Number: 1034-0037
Register By: 7/10/04 Cancellation Deadline: 7/21/04
Selection Verification Date: 7/14/04 Cost: \$265.00
This course offers an opportunity to learn basic principles and procedures of files and file systems. Participants will learn several methods of storing and retrieving files, and how to create an appropriate filing system for their office.

FILING SYSTEMS AND MANAGEMENT

October 13–15, 2004 8:30–4:00 each day
Audience: Anyone desiring to understand basic principles of filing
Course Number: 1034-0038
Register By: 9/24/04 Cancellation Deadline: 10/6/04
Selection Verification Date: 9/29/04 Cost: \$265.00

INTERVIEWING TECHNIQUES

July 29–30, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027-0160
Register By: 7/12/04 Cancellation Deadline: 7/20/04
Selection Verification Date: 7/15/04 Cost: \$150.00
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

INTERVIEWING TECHNIQUES

October 27–28, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027-0162
Register By: 10/9/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/13/04 Cost: \$150.00

MAKING EFFECTIVE PRESENTATIONS

July 15–16, 2004 15th (8:30–12:30), 16th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102-0113
Register By: 6/28/04 Cancellation Deadline: 7/6/04
Selection Verification Date: 7/1/04 Cost: \$125.00
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

MAKING EFFECTIVE PRESENTATIONS

August 26–27, 2004 26th (8:30–12:30), 27th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102-0114
Register By: 8/9/04 Cancellation Deadline: 8/17/04
Selection Verification Date: 8/12/04 Cost: \$125.00

COURSE

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NUMBER SKILLS

August 26–27, 2004 8:30–2:30 each day
Audience: Employees whose work requires remembering, transferring, recording or checking numbers.
Course Number: 1005–0154
Register By: 8/9/04 Cancellation Deadline: 8/17/04
Selection Verification Date: 8/12/04 Cost: \$195.00
A unique approach to number handling. Training employees in the process of seeing, remembering and transferring numbers quickly and correctly. This course is designed for people who keypunch, type or hand write number patterns: establishing a uniform pattern by which to remember numbers, and using whatever patterns are already built into a number.

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

September 20–21, 2004 20th (8:30–4:00) 21st (8:30–11:30)
Audience: Managers
Course Number: 3068–0368
Register By: 9/1/04 Cancellation Deadline: 9/9/04
Selection Verification Date: 9/6/04 Cost: \$0.00
Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative.
Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

July 1–2, 2004 1st (8:30–4:00) 2nd (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0729
Register By: 6/14/04 Cancellation Deadline: 6/22/04
Selection Verification Date: 6/17/04 Cost: \$0.00
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

August 24–25, 2004 24th (8:30–4:00) 25th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0740
Register By: 8/5/04 Cancellation Deadline: 8/13/04
Selection Verification Date: 8/10/04 Cost: \$0.00

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

September 14–15, 2004 14th (8:30–4:00) 15th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0741
Register By: 8/27/04 Cancellation Deadline: 9/2/04
Selection Verification Date: 8/31/04 Cost: \$0.00

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

October 25–26, 2004 25th (8:30–4:00) 26th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0742
Register By: 10/7/04 Cancellation Deadline: 10/14/04
Selection Verification Date: 10/11/04 Cost: \$0.00

PLAIN LANGUAGE WRITING

August 3, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4123–0058
Register By: 7/16/04 Cancellation Deadline: 7/23/04
Selection Verification Date: 7/20/04 Cost: \$130.00
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

PLAIN LANGUAGE WRITING

October 5, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4123–0059
Register By: 9/17/04 Cancellation Deadline: 9/24/04
Selection Verification Date: 9/21/04 Cost: \$130.00

PREVENTING WORK PLACE VIOLENCE

September 10, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5033–0062
Register By: 8/24/04 Cancellation Deadline: 9/1/04
Selection Verification Date: 8/27/04 Cost: \$50.00
Each employee will explore methods that will enable the identification and audit of current vulnerability levels of workplace violence factors in their specific work areas. Appropriate preventative actions will be identified that will assist in maintaining a safe workplace.

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PROJECT MANAGEMENT

August 3–4, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0022
Register By: 7/16/04 Cancellation Deadline: 7/23/04
Selection Verification Date: 7/20/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

PROJECT MANAGEMENT

October 4–5, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0024
Register By: 9/16/04 Cancellation Deadline: 9/23/04
Selection Verification Date: 9/20/04 Cost: \$272.00

PROOFAMATICS

September 16–17, 2004 8:30–12:30 each day
Audience: Employees who write, type or keyboard
Course Number: 4015–0199
Register By: 8/30/04 Cancellation Deadline: 9/7/04
Selection Verification Date: 9/2/04 Cost: \$215.00
Proofamatics strengthens proofreading skills in two ways. First, physically, by developing the eye's ability to locate specific elements in a text. Second, cognitively, by providing practice in language skills. Through video exercises and audio cassettes, participants learn to use their eyes more effectively. They are taught scanning techniques that improve their visual awareness of errors while reducing eye fatigue.

PUT IT IN WRITING

July 22–23, 2004 8:30–12:30 each day
Audience: Employees whose jobs require writing non-routine reports and letters.
Course Number: 4057–0142
Register By: 7/6/04 Cancellation Deadline: 7/13/04
Selection Verification Date: 7/8/04 Cost: \$130.00
Participants in this course will learn to write letters and reports based on the reader's needs. The course stresses three goals: clarity, speed and image. By the time the course is over, participants should be able to write more clearly – so clearly the reader cannot possibly misunderstand the message. Participants should also be able to write faster without wasting time over false starts and rewrites. Participants are asked to bring samples of their writing to class with them.

PUT IT IN WRITING

September 22–23, 2004 8:30–12:30 each day
Audience: Employees whose jobs require writing non-routine reports and letters.
Course Number: 4057–0143
Register By: 9/4/04 Cancellation Deadline: 9/15/04
Selection Verification Date: 9/8/04 Cost: \$130.00

PUT IT IN WRITING

October 14–15, 2004 8:30–12:30 each day
Audience: Employees whose jobs require writing non-routine reports and letters.
Course Number: 4057–0144
Register By: 9/27/04 Cancellation Deadline: 10/5/04
Selection Verification Date: 9/30/04 Cost: \$130.00

RESPECT VS. HARASSMENT

July 13, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0071
Register By: 6/25/04 Cancellation Deadline: 7/1/04
Selection Verification Date: 6/29/04 Cost: \$85.00
Workplace harassment is a confusing issue. During this program that confusion is cleared up and questions answered by providing information on how to recognize, resolve and prevent blatant and subtle disrespectful and various forms of harassing behaviors.

RESPECT VS. HARASSMENT

August 2, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0073
Register By: 7/15/04 Cancellation Deadline: 7/22/04
Selection Verification Date: 7/19/04 Cost: \$85.00

RESPECT VS. HARASSMENT

October 4, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0074
Register By: 9/16/04 Cancellation Deadline: 9/23/04
Selection Verification Date: 9/20/04 Cost: \$85.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

July 1, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1761
Register By: 6/14/04 Cancellation Deadline: 6/22/04
Selection Verification Date: 6/17/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

July 21, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1757
Register By: 7/2/04 Cancellation Deadline: 7/14/04
Selection Verification Date: 7/7/04 Cost: \$55.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

August 4, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1844
Register By: 7/16/04 Cancellation Deadline: 7/28/04
Selection Verification Date: 7/21/04 Cost: \$55.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

August 24, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1845
Register By: 8/5/04 Cancellation Deadline: 8/13/04
Selection Verification Date: 8/10/04 Cost: \$55.00

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SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

September 8, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1847
Register By: 8/20/04 Cancellation Deadline: 9/1/04
Selection Verification Date: 8/25/04 Cost: \$55.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

September 30 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1848
Register By: 9/13/04 Cancellation Deadline: 9/21/04
Selection Verification Date: 9/16/04 Cost: \$55.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

October 11, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1849
Register By: 9/23/04 Cancellation Deadline: 9/30/04
Selection Verification Date: 9/27/04 Cost: \$55.00

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

October 27, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1850
Register By: 10/9/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/13/04 Cost: \$55.00

SPEAK UP ON TV

July 20, 2004 8:30–4:00
Audience: Employees who represent their
Agency and the State to the mass media
Course Number: 4034–0113
Register By: 7/1/04 Cancellation Deadline: 7/9/04
Selection Verification Date: 7/7/04 Cost: \$200.00
This program offers a unique opportunity to communicate a positive image of State Government to the public by providing participants an opportunity to learn basic on-camera techniques, analyze interviews and practice short on-camera interviews.

SPEAK UP ON TV

August 12, 2004 8:30–4:00
Audience: Employees who represent their
Agency and the State to the mass media
Course Number: 4034–0115
Register By: 7/26/04 Cancellation Deadline: 8/3/04
Selection Verification Date: 7/29/04 Cost: \$200.00

SPEAK UP ON TV

September 21, 2004 8:30–4:00
Audience: Employees who represent their
Agency and the State to the mass media
Course Number: 4034–0116
Register By: 9/2/04 Cancellation Deadline: 9/10/04
Selection Verification Date: 9/7/04 Cost: \$200.00

SPEAK UP ON TV

October 13, 2004 8:30–4:00
Audience: Employees who represent their
Agency and the State to the mass media
Course Number: 4034–0117
Register By: 9/24/04 Cancellation Deadline: 10/6/04
Selection Verification Date: 9/29/04 Cost: \$200.00

STRATEGIES FOR STRESS MANAGEMENT

August 12, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4037–0298
Register By: 7/26/04 Cancellation Deadline: 8/3/04
Selection Verification Date: 7/29/04 Cost: \$77.00
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

STRATEGIES FOR STRESS MANAGEMENT

October 8, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4037–0299
Register By: 9/21/04 Cancellation Deadline: 9/29/04
Selection Verification Date: 9/24/04 Cost: \$77.00

TAKING TIME FOR MAKING TIME

July 20, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0030
Register By: 7/1/04 Cancellation Deadline: 7/9/04
Selection Verification Date: 7/7/04 Cost: \$145.00
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TAKING TIME FOR MAKING TIME

August 20, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0034
Register By: 8/3/04 Cancellation Deadline: 8/11/04
Selection Verification Date: 8/5/04 Cost: \$145.00

TAKING TIME FOR MAKING TIME

September 3, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0035
Register By: 8/17/04 Cancellation Deadline: 8/25/04
Selection Verification Date: 8/20/04 Cost: \$145.00

TAKING TIME FOR MAKING TIME

October 1, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0036
Register By: 9/14/04 Cancellation Deadline: 9/22/04
Selection Verification Date: 9/17/04 Cost: \$145.00

COURSE

A N N O U N C E M E N T

**JULY 2004 –
OCTOBER 2004**

NASHVILLE

The Untapped Resource: ADA & You

August 2, 2004

8:30–4:00

Audience:

Those who make employment
& training decisions

Course Number:

3067–0094

Register By: 7/15/04

Cancellation Deadline: 7/22/04

Selection Verification Date: 7/19/04

Cost: \$110.00

This program was designed with the goals of explaining the legal aspects and structure of the Act along with its impact on state government. Another keen focus of the program is how to conduct interviews and make employment decisions in accordance with the ADA.

Great...How do I sign up?

Please contact your agency's training coordinator for further information on attending these course offerings. If you are unsure who coordinates training for your agency, give us a call at 615.741.3673.

Any individuals with disabilities wishing to participate in these course offerings should contact their agency's training coordinator for registration and to discuss any auxiliary aids or services needed to facilitate such participation.

**For more information, you can also
find us...On the Internet:**

www.state.tn.us/personnel/training.

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

WEST TENNESSEE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

JACKSON

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

October 18, 2004

8:30–12:30

Audience:

Any Employee

Course Number:

4128–0033

Register By: 9/29/04

Cancellation Deadline: 10/7/04

Selection Verification Date: 10/4/04

Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

October 29, 2004

8:30–4:00

Audience:

Vested Employees

Course Number:

4116–0140

Register By: 10/2/04

Cancellation Deadline: 10/20/04

Selection Verification Date: 10/15/04

Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

August 13, 2004

8:30–4:00

Audience:

Managers & Supervisors

Course Number:

3075–0084

Register By: 7/27/04

Cancellation Deadline: 8/4/04

Selection Verification Date: 7/30/04

Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

October 14, 2004

8:30–4:00

Audience:

Managers & Supervisors

Course Number:

3075–0085

Register By: 9/27/04

Cancellation Deadline: 10/5/04

Selection Verification Date: 9/30/04

Cost: \$80.00

CHOICES

October 15, 2004

8:30–4:00

Audience:

Supervisory

Course Number:

2018–0300

Register By: 9/28/04

Cancellation Deadline: 10/6/04

Selection Verification Date: 9/30/04

Cost: \$95.00

This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

COURSE

A N N O U N C E M E N T

JULY 2004 –
OCTOBER 2004

JACKSON

DEALING WITH DIFFICULT PEOPLE

October 11, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0320
Register By: 9/23/04 Cancellation Deadline: 9/30/04
Selection Verification Date: 9/27/04 Cost: \$89.00
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DIVERSITY: THE WINNING BALANCE

August 20, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5001–0178
Register By: 8/3/04 Cancellation Deadline: 8/11/04
Selection Verification Date: 8/5/04 Cost: \$85.00
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

EFFECTIVE TRAINING TECHNIQUES

September 8, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0093
Register By: 8/20/04 Cancellation Deadline: 9/1/04
Selection Verification Date: 8/25/04 Cost: \$95.00
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

MAKING EFFECTIVE PRESENTATIONS

August 19–20, 2004 19th (8:30–12:30), 20th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0118
Register By: 8/2/04 Cancellation Deadline: 8/10/04
Selection Verification Date: 8/5/04 Cost: \$125.00
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

September 9–10, 2004 9th (8:30–4:00) 10th (8:30–11:30)
Audience: Managers
Course Number: 3068–0372
Register By: 8/23/04 Cancellation Deadline: 8/31/04
Selection Verification Date: 8/26/04 Cost: \$0.00
Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative.

Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

July 19–20, 2004 19th (8:30–4:00) 20th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0732
Register By: 6/30/04 Cancellation Deadline: 7/8/04
Selection Verification Date: 7/6/04 Cost: \$0.00
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

PLAIN LANGUAGE WRITING

July 20, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4123–0056
Register By: 7/1/04 Cancellation Deadline: 7/9/04
Selection Verification Date: 7/7/04 Cost: \$130.00
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

PREVENTING WORK PLACE VIOLENCE

August 13, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5033–0064
Register By: 7/27/04 Cancellation Deadline: 8/4/04
Selection Verification Date: 7/30/04 Cost: \$50.00
Each employee will explore methods that will enable the identification and audit of current vulnerability levels of work-place violence factors in their specific work areas. Appropriate preventative actions will be identified that will assist in maintaining a safe workplace.

PROJECT MANAGEMENT

September 7–8, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0028
Register By: 8/20/04 Cancellation Deadline: 8/27/04
Selection Verification Date: 8/23/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

COURSE

A N N O U N C E M E N T

JULY 2004 –
OCTOBER 2004

JACKSON

PUT IT IN WRITING

August 26–27, 2004 8:30–12:30 each day
Audience: Employees whose jobs require writing non-routine reports and letters.
Course Number: 4057–0145
Register By: 8/9/04 Cancellation Deadline: 8/17/04
Selection Verification Date: 8/12/04 Cost: \$130.00

Participants in this course will learn to write letters and reports based on the reader's needs. The course stresses three goals: clarity, speed and image. By the time the course is over, participants should be able to write more clearly – so clearly the reader cannot possibly misunderstand the message. Participants should also be able to write faster without wasting time over false starts and rewrites. Participants are asked to bring samples of their writing to class with them.

RESPECT VS. HARASSMENT

September 30, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0077
Register By: 9/13/04 Cancellation Deadline: 9/21/04
Selection Verification Date: 9/16/04 Cost: \$85.00
Workplace harassment is a confusing issue. During this program that confusion is cleared up and questions answered by providing information on how to recognize, resolve and prevent blatant and subtle disrespectful and various forms of harassing behaviors.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

August 6, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1855
Register By: 7/20/04 Cancellation Deadline: 7/28/04
Selection Verification Date: 7/23/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

October 1, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1856
Register By: 9/14/04 Cancellation Deadline: 9/22/04
Selection Verification Date: 9/17/04 Cost: \$55.00

TAKING TIME FOR MAKING TIME

July 28, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0031
Register By: 7/10/04 Cancellation Deadline: 7/21/04
Selection Verification Date: 7/14/04 Cost: \$145.00
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Introduction to Time Management is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TAKING TIME FOR MAKING TIME

October 18, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0042
Register By: 9/29/04 Cancellation Deadline: 10/7/04
Selection Verification Date: 10/4/04 Cost: \$145.00

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

WEST TENNESSEE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

MEMPHIS

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

August 6, 2004 8:30–12:30

Audience: Any Employee

Course Number: 4128–0032

Register By: 7/20/04 Cancellation Deadline: 7/28/04

Selection Verification Date: 7/23/04 Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

August 12, 2004 8:30–4:00

Audience: Vested Employees

Course Number: 4116–0139

Register By: 7/26/04 Cancellation Deadline: 8/3/04

Selection Verification Date: 7/29/04 Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

July 12, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0044

Register By: 6/24/04 Cancellation Deadline: 7/1/04

Selection Verification Date: 6/28/04 Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

September 8, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0083

Register By: 8/20/04 Cancellation Deadline: 9/1/04

Selection Verification Date: 8/25/04 Cost: \$80.00

COURSE

ANNOUNCEMENT

JULY 2004
– OCTOBER 2004

MEMPHIS

COACHING FOR MANAGERS

September 20–21, 2004 8:30–4:00 each day
Audience: Managers
Course Number: 3069–0323
Register By: 9/1/04 Cancellation Deadline: 9/9/04
Selection Verification Date: 9/2/04 Cost: \$0.00
Coaching for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Participants of the Coaching for Managers course will:

- Define coaching and understand why it is critical to the success of their team, the organization, and themselves.
- Demonstrate interaction skills that help them achieve critical business objectives while satisfying people's personal needs.
- Discover the importance of focusing coaching discussions on the categories of information needed to complete any task.
- Identify coaching opportunities that occur most frequently in today's workplace, as well as their impact, and how to customize coaching to the needs of individual employees and situations.
- Practice effective feedback, active listening and questioning skills.
- Describe how follow-up coaching is a major component in sustaining improvement of performance and work habits.
- Demonstrate follow-up coaching skills to sustain improvement of performance and work habits.

DEALING WITH DIFFICULT PEOPLE

August 12, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0319
Register By: 7/26/04 Cancellation Deadline: 8/3/04
Selection Verification Date: 7/29/04 Cost: \$89.00
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

MAKING EFFECTIVE PRESENTATIONS

September 24–25, 2004 24th (8:30–12:30), 25th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0117
Register By: 9/7/04 Cancellation Deadline: 9/15/04
Selection Verification Date: 9/10/04 Cost: \$125.00
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

September 1–2, 2004 1st (8:30–4:00) 2nd (8:30–11:30)
Audience: Managers
Course Number: 3068–0371
Register By: 8/13/04 Cancellation Deadline: 8/25/04
Selection Verification Date: 8/18/04 Cost: \$0.00
Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative.

Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

PROJECT MANAGEMENT

October 12–13, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0027
Register By: 9/12/04 Cancellation Deadline: 9/30/04
Selection Verification Date: 9/28/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

July 19, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1756
Register By: 6/30/04 Cancellation Deadline: 7/8/04
Selection Verification Date: 7/6/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

September 2, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1854
Register By: 8/16/04 Cancellation Deadline: 8/24/04
Selection Verification Date: 8/19/04 Cost: \$55.00

STRATEGIES FOR STRESS MANAGEMENT

October 11, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4037–0303
Register By: 9/23/04 Cancellation Deadline: 9/30/04
Selection Verification Date: 9/27/04 Cost: \$77.00
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

COURSE

A N N O U N C E M E N T

JULY 2004

– OCTOBER 2004

MEMPHIS

TAKING TIME FOR MAKING TIME

September 17, 2004

8:30–12:30

Audience:

Any Employee

Course Number:

4126–0041

Register By: 8/31/04

Cancellation Deadline: 9/8/04

Selection Verification Date: 9/2/04

Cost : \$145.00

Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

EAST TENNESSEE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

CHATTANOOGA

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

August 6, 2004 8:30–12:30

Audience: Any Employee

Course Number: 4128–0029

Register By: 7/20/04 Cancellation Deadline: 7/28/04

Selection Verification Date: 7/23/04 Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

August 30, 2004 8:30–4:00

Audience: Vested Employees

Course Number: 4116–0136

Register By: 9/13/04 Cancellation Deadline: 9/21/04

Selection Verification Date: 9/16/04 Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

August 5, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0078

Register By: 7/19/04 Cancellation Deadline: 7/27/04

Selection Verification Date: 7/22/04 Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

October 21, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0079

Register By: 10/4/04 Cancellation Deadline: 10/12/04

Selection Verification Date: 10/7/04 Cost: \$80.00

COACHING FOR MANAGERS

September 23–24, 2004 8:30–4:00 each day

Audience: Managers

Course Number: 3069–0321

Register By: 9/6/04 Cancellation Deadline: 9/14/04

Selection Verification Date: 9/9/04 Cost: \$0.00

Coaching for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Participants of the Coaching for Managers course will:

- Define coaching and understand why it is critical to the success of their team, the organization, and themselves.
- Demonstrate interaction skills that help them achieve critical business objectives while satisfying people's personal needs.
- Discover the importance of focusing coaching discussions on the categories of information needed to complete any task.
- Identify coaching opportunities that occur most frequently in today's workplace, as well as their impact, and how to customize coaching to the needs of individual employees and situations.
- Practice effective feedback, active listening and questioning skills.
- Describe how follow-up coaching is a major component in sustaining improvement of performance and work habits.
- Demonstrate follow-up coaching skills to sustain improvement of performance and work habits.

COURSE

ANNOUNCEMENT

JULY 2004
– OCTOBER 2004

CHATTANOOGA

DEALING WITH DIFFICULT PEOPLE

August 24, 2004 8:30–4:00
Audience: Non-Supervisory
Course Number: 1023–0317
Register By: 8/5/04 Cancellation Deadline: 8/13/04
Selection Verification Date: 8/10/04 Cost: \$89.00
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

INTERVIEWING TECHNIQUES

October 21–22, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0163
Register By: 10/4/04 Cancellation Deadline: 10/12/04
Selection Verification Date: 10/7/04 Cost: \$150.00
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

MAKING EFFECTIVE PRESENTATIONS

September 8–9, 2004 8th (8:30–12:30), 9th (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0115
Register By: 8/20/04 Cancellation Deadline: 9/1/04
Selection Verification Date: 8/25/04 Cost: \$125.00
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

July 15–16, 2004 15th (8:30–4:00) 16th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0733
Register By: 6/28/04 Cancellation Deadline: 7/6/04
Selection Verification Date: 7/1/04 Cost: \$0.00
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

PLAIN LANGUAGE WRITING

September 3, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4123–0060
Register By: 8/17/04 Cancellation Deadline: 8/25/04
Selection Verification Date: 8/20/04 Cost: \$130.00
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

PROJECT MANAGEMENT

July 26–27, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0023
Register By: 7/8/04 Cancellation Deadline: 7/15/04
Selection Verification Date: 7/12/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

RESPECT VS. HARASSMENT

September 3, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0075
Register By: 8/17/04 Cancellation Deadline: 8/25/04
Selection Verification Date: 8/20/04 Cost: \$85.00
Workplace harassment is a confusing issue. During this program that confusion is cleared up and questions answered by providing information on how to recognize, resolve and prevent blatant and subtle disrespectful and various forms of harassing behaviors.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

July 2, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1755
Register By: 6/15/04 Cancellation Deadline: 6/23/04
Selection Verification Date: 6/18/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

COURSE

A N N O U N C E M E N T

JULY 2004
– OCTOBER 2004

CHATTANOOGA

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

September 2, 2004 12:30-4:30
Audience: Non-Supervisory
Course Number: 5018-1851
Register By: 8/16/04 Cancellation Deadline: 8/24/04
Selection Verification Date: 8/19/04 Cost: \$55.00

STRATEGIES FOR STRESS MANAGEMENT

August 25, 2004 8:30-4:00
Audience: Any Employee
Course Number: 4037-0300
Register By: 8/7/04 Cancellation Deadline: 8/18/04
Selection Verification Date: 8/11/04 Cost: \$77.00
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

TAKING TIME FOR MAKING TIME

July 13, 2004 8:30-12:30
Audience: Any Employee
Course Number: 4126-0026
Register By: 6/25/04 Cancellation Deadline: 7/1/04
Selection Verification Date: 6/29/04 Cost: \$145.00
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And, then, of course, we feel guilty for missing the event and resolve to do better next time. But good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TAKING TIME FOR MAKING TIME

October 27, 2004 8:30-12:30
Audience: Any Employee
Course Number: 4126-0037
Register By: 10/9/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/13/04 Cost: \$145.00

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

EAST TENNESSEE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

JOHNSON CITY

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

October 13, 2004 8:30–12:30

Audience: Any Employee

Course Number: 4128–0031

Register By: 9/24/04 Cancellation Deadline: 10/6/04

Selection Verification Date: 9/29/04 Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that "sending" a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is "right"? Which is "best"? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

July 29, 2004 8:30–4:00

Audience: Vested Employees

Course Number: 4116–0130

Register By: 7/12/04 Cancellation Deadline: 7/20/04

Selection Verification Date: 7/15/04 Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

ADVANCED LIFESTYLE PLANNING

October 21, 2004 8:30–4:00

Audience: Vested Employees

Course Number: 4116–0138

Register By: 10/4/04 Cancellation Deadline: 10/12/04

Selection Verification Date: 10/7/04 Cost: \$89.00

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

July 21, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0045

Register By: 7/2/04 Cancellation Deadline: 7/14/04

Selection Verification Date: 7/7/04 Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

September 14, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0082

Register By: 8/27/04 Cancellation Deadline: 9/2/04

Selection Verification Date: 8/31/04 Cost: \$80.00

DEALING WITH DIFFICULT PEOPLE

August 18, 2004 8:30–4:00

Audience: Non-Supervisory

Course Number: 1023–0318

Register By: 7/30/04 Cancellation Deadline: 8/11/04

Selection Verification Date: 8/4/04 Cost: \$89.00

Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

DIVERSITY: THE WINNING BALANCE

September 13, 2004 8:30–4:00

Audience: Any Employee

Course Number: 5001–0177

Register By: 8/26/04 Cancellation Deadline: 9/2/04

Selection Verification Date: 8/30/04 Cost: \$85.00

This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

COURSE

A N N O U N C E M E N T

JULY 2004
– OCTOBER 2004

JOHNSON CITY

EFFECTIVE TRAINING TECHNIQUES

September 28, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0092
Register By: 9/10/04 Cancellation Deadline: 9/17/04
Selection Verification Date: 9/14/04 Cost: \$95.00
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

INTERVIEWING TECHNIQUES

August 24–25, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0164
Register By: 8/5/04 Cancellation Deadline: 8/13/04
Selection Verification Date: 8/10/04 Cost: \$150.00
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

September 16–17, 2004 16th (8:30–4:00) 17th (8:30–11:30)
Audience: Managers
Course Number: 3068–0370
Register By: 8/30/04 Cancellation Deadline: 9/7/04
Selection Verification Date: 9/2/04 Cost: \$0.00
Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative.
Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

PLAIN LANGUAGE WRITING

October 22, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4123–0061
Register By: 10/5/04 Cancellation Deadline: 10/13/04
Selection Verification Date: 10/8/04 Cost: \$130.00
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

PROJECT MANAGEMENT

August 30–31, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0026
Register By: 8/12/04 Cancellation Deadline: 8/19/04
Selection Verification Date: 8/16/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

October 12, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1853
Register By: 9/24/04 Cancellation Deadline: 9/30/04
Selection Verification Date: 9/28/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

STRATEGIES FOR STRESS MANAGEMENT

September 28, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4037–0302
Register By: 9/10/04 Cancellation Deadline: 9/17/04
Selection Verification Date: 9/14/04 Cost: \$77.00
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

TAKING TIME FOR MAKING TIME

August 19, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0040
Register By: 8/2/04 Cancellation Deadline: 8/10/04
Selection Verification Date: 8/5/04 Cost: \$145.00
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And, then, of course, we feel guilty for missing the event and resolve to do better next time. But good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TRAINING ANNOUNCEMENT

JULY 2004 – OCTOBER 2004

EAST TENNESSEE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

KNOXVILLE

3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

September 15, 2004 8:30–12:30

Audience: Any Employee

Course Number: 4128–0030

Register By: 8/27/04 Cancellation Deadline: 9/8/04

Selection Verification Date: 9/1/04 Cost: \$85.00

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

The 3 T's of Communication is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

ADVANCED LIFESTYLE PLANNING

August 23, 2004 8:30–4:00

Audience: Vested Employees

Course Number: 4116–0137

Register By: 9/6/04 Cancellation Deadline: 9/14/04

Selection Verification Date: 9/9/04 Cost: \$89.00

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

August 9, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0080

Register By: 7/22/04 Cancellation Deadline: 7/29/04

Selection Verification Date: 7/26/04 Cost: \$80.00

This program provides managers with the framework to create and maintain a professional work environment that is free of Sexual Harassment. Participants will explore what Sexual Harassment is from a behavioral standpoint and why it should be prevented. They will discuss how to create an environment where all employees are able to stay focused and contribute. Participants will plan their role in preventing Sexual Harassment in their organizations and prepare themselves to take immediate and appropriate action to stop occurrences of Sexual Harassment. This program is designed to involve participants in assessing situations, and planning appropriate strategies that reinforce the management skills required in complex and sensitive situations which can occur in the work environment.

AVOIDING THE PITFALLS OF SEXUAL HARASSMENT – A MANAGER'S GUIDE

September 20, 2004 8:30–4:00

Audience: Managers & Supervisors

Course Number: 3075–0081

Register By: 9/1/04 Cancellation Deadline: 9/9/04

Selection Verification Date: 9/6/04 Cost: \$80.00

CHOICES

September 22, 2004 8:30–4:00

Audience: Supervisory

Course Number: 2018–0299

Register By: 9/4/04 Cancellation Deadline: 9/15/04

Selection Verification Date: 9/8/04 Cost: \$95.00

This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

COURSE

ANNOUNCEMENT

JULY 2004
– OCTOBER 2004

KNOXVILLE

COACHING FOR MANAGERS

October 6–7, 2004 8:30–4:00 each day
Audience: Managers
Course Number: 3069–0322
Register By: 9/17/04 Cancellation Deadline: 9/29/04
Selection Verification Date: 9/22/04 Cost: \$0.00
Coaching for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Participants of the Coaching for Managers course will:

- Define coaching and understand why it is critical to the success of their team, the organization, and themselves.
- Demonstrate interaction skills that help them achieve critical business objectives while satisfying people's personal needs.
- Discover the importance of focusing coaching discussions on the categories of information needed to complete any task.
- Identify coaching opportunities that occur most frequently in today's workplace, as well as their impact, and how to customize coaching to the needs of individual employees and situations.
- Practice effective feedback, active listening and questioning skills.
- Describe how follow-up coaching is a major component in sustaining improvement of performance and work habits.
- Demonstrate follow-up coaching skills to sustain improvement of performance and work habits.

EFFECTIVE TRAINING TECHNIQUES

July 1, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0085
Register By: 6/14/04 Cancellation Deadline: 6/22/04
Selection Verification Date: 6/17/04 Cost: \$95.00
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

EFFECTIVE TRAINING TECHNIQUES

August 16, 2004 8:30–4:00
Audience: Anyone who trains in a formal setting
Course Number: 4110–0091
Register By: 7/29/04 Cancellation Deadline: 8/5/04
Selection Verification Date: 8/2/04 Cost: \$95.00
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

INTERVIEWING TECHNIQUES

October 27–28, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 3027–0165
Register By: 10/9/04 Cancellation Deadline: 10/20/04
Selection Verification Date: 10/13/04 Cost: \$150.00
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* and Selection provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

MAKING EFFECTIVE PRESENTATIONS

August 31 – September 1, 2004
31st (8:30–12:30), 1st (8:30–4:00)
Audience: Anyone making formal presentations
Course Number: 4102–0116
Register By: 8/13/04 Cancellation Deadline: 8/20/04
Selection Verification Date: 8/17/04 Cost: \$125.00
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

August 19–20, 2004 19th (8:30–4:00) 20th (8:30–11:30)
Audience: Managers
Course Number: 3068–0369
Register By: 8/2/04 Cancellation Deadline: 8/10/04
Selection Verification Date: 8/5/04 Cost: \$0.00
Organizational Policies & Practices for Managers is one of the initial courses offered to managers as part of the Leadership Development Initiative. Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

July 12–13, 2004 12th (8:30–4:00) 13th (8:30–11:30)
Audience: Supervisors
Course Number: 2035–0730
Register By: 6/24/04 Cancellation Deadline: 7/1/04
Selection Verification Date: 6/28/03 Cost: \$0.00
Organizational Policies & Practices for Supervisors supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

COURSE

ANNOUNCEMENT

JULY 2004
– OCTOBER 2004

KNOXVILLE

PREVENTING WORK PLACE VIOLENCE

October 1, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5033–0063
Register By: 9/14/04 Cancellation Deadline: 9/22/04
Selection Verification Date: 9/17/04 Cost: \$50.00
Each employee will explore methods that will enable the identification and audit of current vulnerability levels of work–place violence factors in their specific work areas. Appropriate preventative actions will be identified that will assist in maintaining a safe workplace.

PROJECT MANAGEMENT

September 9–10, 2004 8:30–4:00 each day
Audience: Supervisory
Course Number: 4127–0025
Register By: 8/23/04 Cancellation Deadline: 8/31/04
Selection Verification Date: 8/26/04 Cost: \$272.00
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

Project Management provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

RESPECT VS. HARASSMENT

September 27, 2004 8:30–4:00
Audience: Any Employee
Course Number: 5020–0076
Register By: 9/12/04 Cancellation Deadline: 9/19/04
Selection Verification Date: 9/13/04 Cost: \$85.00
Workplace harassment is a confusing issue. During this program that confusion is cleared up and questions answered by providing information on how to recognize, resolve and prevent blatant and subtle disrespectful and various forms of harassing behaviors.

SEXUAL HARASSMENT PREVENTION IN THE WORK PLACE

September 28, 2004 8:30–12:30
Audience: Non-Supervisory
Course Number: 5018–1852
Register By: 9/10/04 Cancellation Deadline: 9/17/04
Selection Verification Date: 9/14/04 Cost: \$55.00
Employees are sometimes in the best position to stop sexual harassment before it gets serious. This program provides the skills needed to identify sexual harassment and stop it.

STRATEGIES FOR STRESS MANAGEMENT

October 26, 2004 8:30–4:00
Audience: Any Employee
Course Number: 4037–0301
Register By: 10/8/04 Cancellation Deadline: 10/15/04
Selection Verification Date: 10/12/04 Cost: \$77.00
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

TAKING TIME FOR MAKING TIME

August 5, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0038
Register By: 7/19/04 Cancellation Deadline: 7/27/04
Selection Verification Date: 7/22/04 Cost: \$145.00
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And, then, of course, we feel guilty for missing the event and resolve to do better next time. But good time management skills can be learned.

Taking Time For Making Time is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

TAKING TIME FOR MAKING TIME

October 8, 2004 8:30–12:30
Audience: Any Employee
Course Number: 4126–0039
Register By: 9/21/04 Cancellation Deadline: 9/29/04
Selection Verification Date: 9/24/04 Cost: \$145.00